




Making a Call

- Lift the handset.

- or
- Press the **green Handsfree** button  (located to the right of the handset).
Speaker will activate and indicator light will illuminate.
- or
- Press the **Primary Line or Line 2** button.
 (Speaker will activate.)
- When the dial tone sounds, **dial** the number.

IP Phone Models 1120 and 1140 have 2 lines for incoming/outbound calls.

**Line 2
&
Primary Line
Buttons**

Dial 9 before making calls outside of the

Legislative Phone System. "5-digit extension dialing" utilizing prefixes 2, 4, 6, 7 & 8 remains accessible for dialing State agencies outside of the Legislative Phone System.

To end the call

Replace the handset into the cradle or press the **Goodbye** button  (if Handsfree is in use).

Answering a Call

When the phone rings. . .




The message indicator lamp flashes at the top of the phone.

The telephone icon  flashes in the display area next to the line of the incoming call.

The display area will show the number (or name, if available) of the caller.

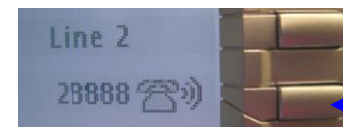
You will hear a single tone (not a ring) when you receive an incoming call, while on another line.

IP Phone Models 1120 and 1140 have 2 lines for incoming/outbound calls.

- Lift the handset.

- or
- Press the **Line button** next to the flashing **telephone icon**  (in the display area).
Speaker will activate.
- Press the **green Handsfree** button  (located to the right of the handset).
Speaker will activate and indicator light will illuminate

To end the call

- Replace the handset into the cradle or press the **Goodbye** button  (if Handsfree is in use).

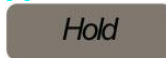


Placing a Call on Hold

Use the **Hold** feature when talking on one line and another call arrives on a second line. To retain the original call, put it on hold and then answer the second call.

With a caller on the line . . .

- Press the **Hold** button

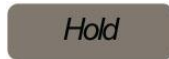


The **Hold** icon will flash in the display area, next to the line button of the current call.

- Press the **Line Button** next to the flashing telephone icon *(in the display area)* to answer the 2nd call.



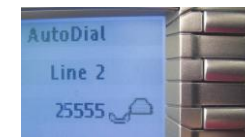
- Press the **Hold** button if you need to place the 2nd caller on hold.



An additional **Hold** icon will flash in the display area, next to the line button of the 2nd call.

To retrieve the call on hold

- Press the **Line Button** next to the flashing **Hold** icon *(in the display area)*
- Resume conversation with the caller.



Line Button

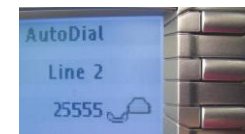
Using the Display Feature

Use the **Display feature** to display a caller's information - number and name *(if available)* of callers you have placed on hold.

- Press the **Display feature button**.



- Then press the **line button** next to the flashing **Hold** icon of a caller on Hold.

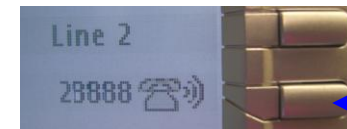
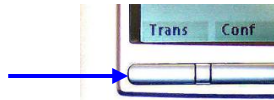


Line Button

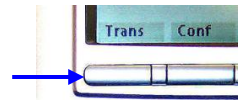
- Information about the 2nd caller (number and name *if available*) will show in the middle of your display area.

Transferring a Call

- Press the **Trans soft feature button**. *Your party is automatically placed on hold.*
- When the dial tone sounds, **dial the number** to which you are transferring the call.
- **Announce** the caller
- Press the **Trans soft feature button**.



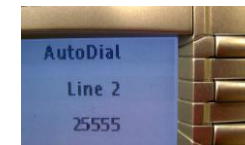
- If the person called is not available, press the **Line button** *(next to the flashing telephone icon in the display area)* to reconnect yourself to the original caller.
- If you prefer not to announce the caller, press the **Trans soft feature button** when the line begins to ring.
- If the transferred call is not answered before 5 rings, the call will be forwarded appropriately.



Using Last Number Redial

Use the **Last Number Redial** feature to automatically redial the last dialed number.

- **Lift** the handset.
- Press any available **Line button** once
 - *The number dialed will appear in the display area as the number automatically dialed.*

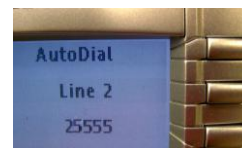


Line
Buttons

is

Handsfree method

- **Do not lift the handset.**
- Press any available **Line button twice** *(Speaker will activate and the last number dialed will appear in the display area as the number is automatically dialed.)*



Line
Buttons

To end the call

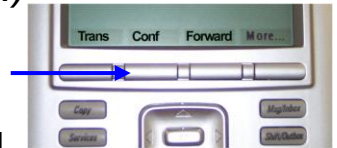
- Replace the **handset** into the cradle
- or
- Press the **Goodbye** button  *(If handsfree or headset is in use).*

Making a Conference Call

Use the **Conference** feature to set up a conference call for a maximum of six people (**5 people plus yourself**). Conferees can possess phone numbers on or off of the Legislative Phone system (**LPS**).

With a caller on the line . . .

1. Press the **Conf soft feature button**. *Your caller is automatically placed on hold.*
2. When the dial tone sounds, dial the number of the next person that you'd like to add to the conference call.
When the party answers, you can talk privately with him/her.




3. **If the party is available** for conference, press the **Conf soft feature button**  to connect him/her to the conference call.

If the party is unavailable to conference, press the **Line button**

(next to the flashing telephone icon in the display area) to reconnect yourself to conferees.



To add the next conferee..

4. Press the **Conf soft feature button** . *Your conferees are placed on hold but are able to converse among themselves.*
5. When the dial tone sounds, dial the number of the next person that you'd like to add to the conference call.
When the party answers, you can talk privately with him/her.

6. Press the **Conf soft feature button**  to connect him/her to the conference call.
7. Repeat steps 1 - 3 to add additional conferees (**5 people plus yourself**).

To Disconnect Yourself from the Conference Call.

- Press the **Goodbye button**  **or** return the handset to the cradle.

Please note:

If all your conferees are outside of the Legislative Phone system (**LPS**), all conferees will be disconnected from the conference call when you press the **Goodbye** button or return the handset to the cradle.


If one of your conferees is on a phone within the **LPS** and he/she neglects to hang-up, the conference call will remain active **even after you disconnect**. All conferees should disconnect themselves by "hanging up"

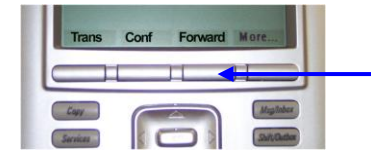
Long distance charges will be applied to the originating number for **EACH** outgoing long distance call. If one of your conferees is at a long distance phone number and one of your conferees is on the **LPS** and the **LPS** conferee neglects to hang-up, long distance charges will continue to accrue to your phone number (or card) until all **LPS** phones disconnect - - **even after you disconnect**.

It is advisable that you verify that all conferees have disconnected before you "hang up" (especially when long distance conferees are involved).

Forwarding Your Calls

Use the **Call Forward** feature to direct incoming calls to ring at a different number.

- **Do not lift the handset.**
- Press the **Forward soft feature button**.
A tiny triangle ► will flash in front of “**Forward**” on the soft feature bar.
The display window will prompt “*Press CFWD or Enter new #*”
- Dial the 5-digit extension or dial 9 and the number *. “*5-digit extension dialing*” utilizing prefixes 2, 4, 6, 7 & 8 remains accessible for dialing State agencies outside of the Legislative Phone System.
- Press the **Forward soft feature button**  again. The display window will prompt “**CFWD**” (*the calls-have-been-forwarded acronym*). This prompt will remain on your display as long as calls are forwarded.



***Please Note:** Phones assigned to members of the House of Representatives cannot be forwarded to phone numbers outside of the Legislative Phone System. Phones assigned to House staff can be forwarded to phone numbers outside of the Legislative Phone System.



Deactivating Call Forward

- Press the **Forward soft feature button**  .
The display window will prompt “**Call Forward Cancelled**” (*This prompt will eventually disappear.*)

Reinstating Call Forward to the Same Number

- Press the **Forward soft feature button** twice   .

Forwarding Calls to Your Voice Mailbox

- **Do not lift the handset.**
- Press the **Forward soft feature button** 
- Dial **2-6800**.
- Press the **Forward soft feature button** 

Using Call Pickup

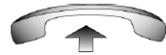
Use the **Call Pickup** feature to pick up calls from any telephone ringing in the same pickup group.

- Lift the handset.
- Press *** 7**



or


- Lift the handset.
- Press the **More soft feature button** (to display more feature buttons).
- Then press the **Pickup** soft feature button



Handsfree Method

- Press the **Handsfree** button  located to the **right** of the handset.
(Speaker will activate.)
- Press *** 7**

or

- Press the **Handsfree** button  located to the **right** of the handset.
(Speaker will activate.)
- Press the **More soft feature button** (to display more feature buttons).
- Then press the **Pickup** soft feature button.



Transferring a Caller to a Recipient's VoiceMail (VM)

1. With the caller on the line, press the **Transfer soft feature button**
2. **Dial 2-6801**.
3. When VoiceMail (VM) answers, you'll hear the following greeting:

*“Express messaging to Mailbox? (A slight pause will occur.)
Please enter the Mailbox Number followed by the #”.*

4. **Dial the recipient's 5-digit phone number** (The 5-digit phone number is also the VM Mailbox number)
5. Press the **#** button on the **dial pad**.
6. You'll hear the recipient's name or telephone number recited by VM.
7. Press the **Transfer soft feature button** to connect caller to recipient's VM.

The caller will hear: *“Please leave a message.”*

For a Quicker Transfer:

Do not wait to hear the recipient's name or telephone number recited by VM before pressing the **Transfer soft feature button** (step 7 above).

